

## **HIPAA Security Requirements for REVS Users**

Providers who use REVS (Recipient Eligibility Verification System) to verify member eligibility, or to verify the status of an adjudicated claim on-line, must have a user ID and password to access the system. This requirement is part of HIPAA-related increased security measures, and affects every REVS access method: WebREVS; REVSpC software; the POS (Point-of-Service) device; the AVR (Automated Voice Response) system; and the Eligibility Operator.

All REVS access methods automatically prompt users to change their password, which must be updated every 90 days. POS device users who also access other REVS options must first change their password on their POS device, which will enable the password update to occur automatically for all other REVS access methods. Call the REVS HelpDesk at 1-800-462-7738 if you have questions about how to change your password.

### **How to update your REVS password**

#### **WebREVS**

1. Open your web browser and go to <https://www.massrevs.eds.com>.
2. Type your current user ID in the “User ID” field.
3. Type your current password in the “Password” field.
4. Type a new password in the “New Password” field. A new password cannot be the same as the current password and must contain:
  - at least six but no more than eight characters;
  - at least four unique letters; and
  - at least one number.
5. Type the same password that you entered in the “New Password” field in the “Confirm Password” field.

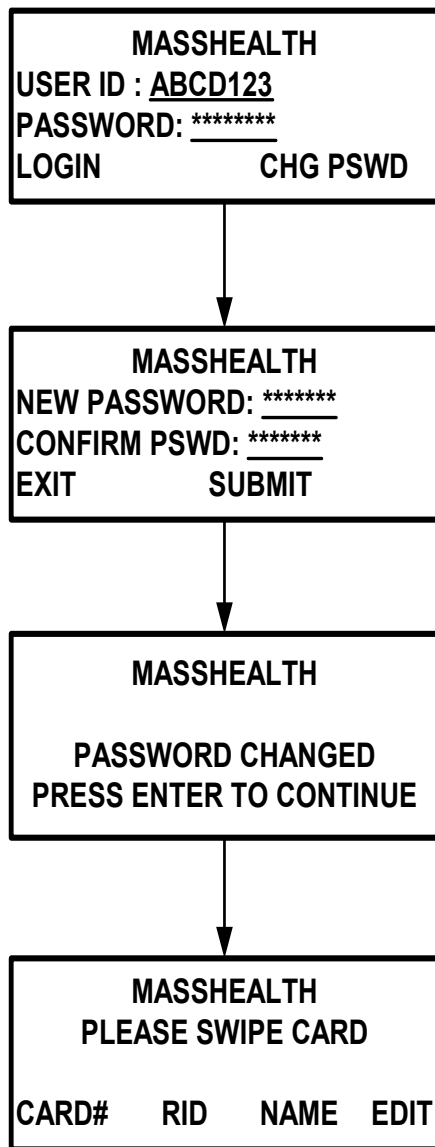
#### **REVSpC software 2.2**

1. Open the REVSpC 2.2 application.
2. Type your current user ID in the “User ID” field.
3. Type your current password in the “Password” field.
4. Type a new password in the “New Password” field. A new password cannot be the same as the current password and must contain:
  - at least six but no more than eight characters;
  - at least four unique letters; and
  - at least one number.

5. Type the same password that you entered in the “New Password” field in the “Confirm Password” field.

## Point-of-Service (POS) Device

Below are the POS device screen displays in the order in which they appear when you change your password.



1. Type your current user ID in the “USER ID” field.
2. Press [ENTER].
3. Type your current password in the “PASSWORD” field.
4. Press [ENTER].
5. Press the blue button below “CHG PSWD.”
6. Type a new password in the “NEW PASSWORD” field. A new password cannot be the same as the current password and must contain:
  - at least six but no more than eight characters;
  - at least four unique letters; and
  - at least one number.
7. Press [ENTER].
8. Type the same password that you entered in the “NEW PASSWORD” field in the “CONFIRM PSWD” field.
9. Press [ENTER].
10. Press the blue button below “SUBMIT.”
11. The message “PASSWORD CHANGED PRESS ENTER TO CONTINUE” will appear.
12. Press [ENTER].
13. Conduct an eligibility verification to complete your password update.

## Automated Voice Response (AVR) System

To Change Your AVR Password	
For the letter:	Enter:
A	*21
B	*22
C	*23
D	*31
E	*32
F	*33
G	*41
H	*42
I	*43
J	*51
K	*52
L	*53
M	*61
N	*62
O	*63
P	*71
Q	*11
R	*72
S	*73
T	*81
U	*82
V	*83
X	*91
W	*92
Y	*93
Z	*12

1. Dial 1-800-554-0042.
2. Press 1.
3. Enter your numeric user ID followed by the pound (#) key.
4. Press 1.
5. Enter your numeric password followed by the pound (#) key.
6. Press 1.
7. Enter your provider number followed by the pound (#) key.
8. Press 4.
9. Enter a new password after the prompt for a new password. A new password cannot be the same as the current password and must contain:
  - at least six but no more than eight characters;
  - at least four unique letters; and
  - at least one number.

Entering letters requires three presses for each letter. First, press the asterisk key. Next, press the key that has the letter you need to enter. Finally, press the 1, 2, or 3 key, which represents the position of that letter on the key.

10. Press the pound (#) key.
11. Press 1.
12. Enter the same password that you entered at the “NEW PASSWORD” prompt in the “CONFIRM PASSWORD” field.
13. Conduct an eligibility verification to complete your password update.

## Eligibility Operator (EO)

The eligibility operator cannot change your password. If the operator tells you that your password has expired, you must use one of the other REVS access methods to change your password.